DOCUMENT RESUME

ED 386 211 IR 055 649

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TITLE Electronic Information Delivery: Ensuring Quality and Value.
REPORT NO ISBN-0-566-07567-9
PUB DATE 95
NOTE 264p.
AVAILABLE FROM Gower, Ashgate Publishing Company, Old Post Road, Brookfield, VT 05036-9704 ($79.95).
PUB TYPE Books (010) -- Collected Works - General (020)

EDRS PRICE Document Not Available from EDRS.
DESCRIPTORS *Databases; *Electronic Publishing; *Evaluation Criteria; Information Dissemination; Information Industry; *Online Systems; *Quality Control; Reliability; Search Intermediaries; Users (Information)
IDENTIFIERS Accuracy

ABSTRACT

How do you judge the accuracy, reliability, and completeness of an electronic or online database? What measures do publishers and distributors employ to ensure that quality standards are met? Who is responsible for what part of the process? Eighteen contributors address these questions and more in their discussion of an important issue in today's business world--the quality of information. Fourteen chapters are distributed over five parts which address: (1) database production; (2) the role of the search intermediary; (3) quality testing; (4) liability issues; and (5) the role of user groups. The chapters are: "Information Manufacturing: A Historical View of Quality Engineering" (Stephen E. Arnold); "Standardizing Online Information: An Impossibility?" (Sophie K. Hudnut); "Quality Issues in Information Retrieval: A Publisher Perspective" (Anne Mintz); "Assuring Data Integrity and Quality: A Database Producer's Perspective" (Earl Beutler); "Application of TQM to the Continuous Improvement of Database Production" (Barbara Lawrence and Tony Lenti); "Quality Assurance in the Information Service Environment" (Kristin K. Oberts); "Better Searching Through Better Searchers" (Barbara Quint); "Priorities of Quality" (Carol Tenopir); "Testing the Quality of CD-ROM Databases" (Peter Jacso); "Selected Aspects of Legal Liabilities of Independent Information Professionals" (T. R. Halvorson); "Database Quality and Liability: The UK Campaign" (Sandy Norman); "Evaluating the Quality of Finnish Databases" (Ritva Juntunen); "The Eye of the Beholder" (C. J. Armstrong); and "Quality Issues in the Information Sector: An International Perspective with Particular Reference to the European Scene" (Alan Gilchrist). (MAS)

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